

## MUTOH EXTENDED WARRANTY PROGRAMS DETAILS

### Extended Limited Warranty U.S. and Canada

Effective January 5, 2022. Prices subject to change.

Dear Valued MUTOH Customer:

Performance of your MUTOH printer is crucial to your business. As with any digital printer, care and maintenance are required to maintain your printer's performance at its optimum level. Down time is expensive, don't take chances. Include a MUTOH extended warranty as part of your purchase and you'll benefit from knowing your investment is fully backed by MUTOH – a leading manufacturer of digital printers.

**Eco-Solvent / UV LED / Multi-Purpose printers using MUTOH original ink - Extended limited warranties provide next day\* onsite service and include parts and labor. \*\*Print head limits apply:**

- One print head per contract year for ValueJet 1324X, 1624X, 1627MH, 1626UH, 1628X 628, 628X, 426UF, 626UF, XPJ1341SR Pro, XPJ1641SR, XPJ1641SR Pro, XPJ461UF and XPJ661UF printers.
- Up to two print heads per contract year for ValueJet 1638X, 1638UH, XPJ1682SR and 2638X printers.
- Two print head limit per contract year for PJ-2508UF.

**Textile / Sublimation printers using MUTOH original ink – Extended limited warranties provide next day\* onsite service and include parts and labor. \*\*Print Head limits apply:**

- One print head limit per contract year for ValueJet 1624WX.
- Two print head limit per contract year for ValueJet 1638WX, 1938WX, 1938TX, XPJ1642WR Pro and XPJ1682WR.
- Up to four print heads per contract year for ValueJet 1948WX.

**MUTOH's extended limited warranty plans using MUTOH original inks ensure protection of your investment for the long term.**

**Advantages of the extended warranty include:**

- Ability to roll costs into lease payments
- Uninterrupted Coverage
- No evaluation inspection needed for warranty consideration
- No hidden charges
- No unexpected costs to your business

\* Next day service in most metropolitan areas; second day in remote locations. Additional terms and conditions apply.

\*\* Additional print heads charged to customer – labor included in contract.



MUTOH America  
 4405 E. Baseline Rd. Ste 120  
 Phoenix, Arizona 85042  
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Visit [www.mutoh.com](http://www.mutoh.com) for copies of individual model warranty statements

Manufacturer Warranty	MUTOH Printer Model	Extended Warranty Years 2, 3, 4	Extended Warranty Years 5 & 6
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### MUTOH Eco Solvent Printers and MUTOH Eco Ink

1 Year	ValueJet 628	\$3,125.00	N/A
1 Year	ValueJet 628X	\$3,125.00	N/A
2 Year	ValueJet 1324X	\$3,125.00	\$4,438.00
2 Year	XpertJet 1341SR Pro	\$3,125.00	\$4,438.00
2 Year	ValueJet 1624X	\$3,283.00	\$4,647.00
2 year	ValueJet 1628X	\$3,283.00	\$4,647.00
1 Year	ValueJet 1638X	\$4,970.00	N/A
1 Year	ValueJet 2638X	\$4,970.00	N/A
2 Year	XpertJet 1641SR	\$3,283.00	\$4,647.00
2 Year	XpertJet 1641SR Pro	\$3,283.00	\$4,647.00
1 Year	XpertJet 1682SR	\$4,970.00	N/A

### MUTOH Multi-Purpose Printers and MUTOH MP31 Ink

1 Year	ValueJet 1627MH	\$5,745.00	N/A
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### MUTOH UV Printers and UV Inks

1 Year	ValueJet 426UF	\$3,125.00	N/A
1 Year	ValueJet 626UF	\$3,125.00	N/A
1 Year	ValueJet 1626UH	\$4,545.00	N/A
1 Year	XpertJet 461UF	\$3,125.00	N/A
1 Year	XpertJet 661UF	\$3,125.00	N/A
1 Year	ValueJet 1638UH	\$5,745.00	N/A
1 Year	ValueJet 1638UR	\$5,545.00	N/A
1 Year	PerformanceJet 2508UF	\$13,000.00	N/A

### Dye Sublimation and Direct to Textile with MUTOH Inks

1 Year	ValueJet 1624WX	\$3,283.00	N/A
1 Year	XpertJet 1642WR Pro	\$4,970.00	N/A
1 Year	ValueJet 1638WX	\$4,970.00	N/A
1 Year	ValueJet 1938WX	\$4,970.00	N/A
1 Year	ValueJet 1938TX	\$4,970.00	N/A
1 Year	XpertJet 1682WR	\$4,970.00	N/A
1 Year	ValueJet 1948WX	\$8,344.00	N/A
1 Year	RJ-900X	\$2,800.00	N/A



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## MUTOH EXTENDED WARRANTY SERVICE AGREEMENT

### Service Agreement

This document defines the entire agreement between MUTOH America Inc. and the purchaser. No representation, promise or condition herein shall modify these terms. MUTOH America Inc. is contractually obligated to you to provide service under this Contract where in accordance with, and as allowed by state law.

### Payment

Invoices shall be due and payable to MUTOH America Inc. within thirty (30) days after receipt by customer. All taxes, duties, fees and assessments levied or imposed by any government agency shall be the sole responsibility of, and shall be paid by, Customer. Any amount which remains unpaid for sixty (60) calendar days after receipt by customer shall be assessed a late charge from thirty (30) days after receipt by customer on any disputed or unpaid balance at the rate of 1.5% per month, or the maximum rate allowed by law. Additionally, customer shall pay any and all collection costs and expenses.

### Obligations MUTOH America Inc.

MUTOH America Inc. shall, provided Customer is not in default of any of its obligations, and during MUTOH America Inc.'s normal working hours:

1. Provide emergency service for the Printer as required.
2. Make adjustments and repairs necessitated by normal wear and tear and through normal use.
3. Replace all parts requiring replacement, except for consumable items and parts expressly excluded elsewhere in this agreement.

### Customer

1. Promptly pay all charges due under this Agreement.
2. Promptly inform MUTOH America Inc. of the need for maintenance service.
3. Promptly make the equipment available for inspections and maintenance at reasonable and mutually convenient times during MUTOH America Inc.'s normal working hours.
4. Maintain the equipment and operating environment in accordance with MUTOH America Inc.'s recommendations and specifications.
5. Be bound by the judgment of the authorized MUTOH America Inc.'s Service Representative in regard to the means and methods employed in repair, maintenance or other work performed on the equipment.

### Excluded Coverage's

This Agreement shall not cover:

1. Service or parts required as a result of accident, negligence, misuse, abuse, neglect, failure to keep the equipment and operating environment in accordance with MUTOH America Inc.'s instructions and specifications or causes other than normal operation of the equipment in the proper operating environment and in accordance with recommended operating procedures.
2. Service or parts required as a result of the unauthorized adjustment of equipment to tolerances beyond recommended operating specifications or use of ink, supplies or materials not qualified by MUTOH America Inc. as meeting specifications for use with the equipment.
3. Service or replacement parts required as a result of repairs or any work performed by anyone other than an authorized MUTOH America Inc. Service Representative.
4. Installation, service or parts required for any additional equipment or accessories not listed in the Agreement
5. Supplies necessary to operate, test, and troubleshoot the equipment.
6. Maintenance, cleaning, lubrication and normal operator adjustments as outlined in the Operator Manual.
7. Items of a consumable, expendable or non-standard nature, including but not limited to vinyl, paper products, inks, RIP's, computer networks and the like.
8. The cost of reconditioning or major overhaul of the equipment when, in the reasonable judgment of the MUTOH America Inc. Service Representative, such reconditioning or overhaul is necessary due to age of the equipment or excessive use, and because normal repair and maintenance procedures will not maintain the equipment in satisfactory operating condition. MUTOH America Inc. shall submit a cost estimate for such reconditioning, and if Customer fails or refuses to authorize such reconditioning, this Agreement shall immediately terminate with no further obligations hereunder for either party.

**Charges for services performed outside normal working hours or for items not covered by this Agreement will be at the then effective rates of MUTOH America Inc. Customer agrees to promptly pay all such charges.**



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#### **Limited Warranty**

MUTOH America Inc. shall perform its obligations under this Agreement in a prompt, courteous manner and perform the services hereunder with due care and in accordance with industry standards. MUTOH America Inc. will use all commercially reasonable efforts to promptly remedy any errors to the services provided. There is no warranty on any consumable, expendable or non-standard item as described elsewhere in this Agreement. No allowance shall be made by MUTOH America Inc. for repairs or alterations made by persons other than an authorized MUTOH America Inc. representative. MUTOH America Inc. shall have no further obligations or liability, for any damage to equipment resulting from;

1. Intentional misuse, abuse or neglect by the Customer of the equipment;
2. Failure to use the equipment properly and in accordance with MUTOH America Inc. recommendations, procedures and specifications.
3. Use of ink, materials, parts or supplies not meeting MUTOH America Inc. specifications.
4. Improper handling, operation, storage or maintenance of the parts or equipment by the Customer.
5. Unauthorized repair, alteration or adjustment of the equipment.

**THE FOREGOING WARRANTY (AND THE RIGHTS AND REMEDIES OF CUSTOMER HEREUNDER) ARE IN LIEU OF, SUBSTITUTION FOR, AND EXPRESS LIMITATION (AND CUSTOMER HEREBY WAIVES) ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, OR ARISING BY OPERATION OF LAW, COURSE OF DEALING OR PERFORMANCE, TRADE PRACTICE OR OTHERWISE, AND MUTOH AMERICA INC. HEREBY DISCLAIMS ANY AND ALL SUCH OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

#### **Limitation of Damages**

Customer's sole remedy for any breach by MUTOH America Inc. shall be re-performance of maintenance or replacement of any defective part and the maximum liability of MUTOH America Inc. hereunder shall in no event exceed two times the price paid by customer. In no event shall MUTOH America Inc. be liable to customer or any other person for any indirect, incidental, special, exemplary or consequential damage (including without limitation, lost profits), or suffering incurred by customer or any other person. The foregoing limitations of liability will not apply to willful misrepresentation, negligence, fraud or strict liability in tort with respect to products and their use, it being understood and agreed that MUTOH America Inc. will, at its own expense, defend, indemnify and hold harmless customer against any costs damage, claims or liabilities, or expenses (including reasonable attorney's fees) which customer may incur with respect to the foregoing.

#### **Termination**

MUTOH America Inc. may, at any time with thirty (30) day prior written notice providing for the opportunity to cure, terminate this Agreement for non-payment of amounts due by Customer or for any other breach by Customer of any other term or condition of this Agreement. Customer, at its sole discretion, may terminate by thirty (30) day prior written notice.

#### **Force Majeure**

In no event shall either party be responsible for any delay or failure to perform under this Agreement where such performance is prevented, restricted or interfered with by reason of natural disaster, fire or other casualty or accident, strikes or labor disputes, war or other violence, any law, order, proclamation, regulations, ordinance, demand or requirement of any government agency, or any other act or condition beyond such party's reasonable control (including, without limitations, any mechanical, electronic or communications failure) which prevents such party from transmitting or receiving any documents or payments.

#### **Used Parts**

Parts provided under this Agreement may be new, serviceable used or reprogrammable items, in each case equivalent to new in performance.

#### **Assignment**

This Agreement may not be assigned or transferred by either party without the prior written consent of the other party.

#### **Amendment**

This Agreement may only be amended, modified or supplemented by a written instrument signed by authorized representatives of both parties.

#### **Entire Agreement**

This Agreement sets forth the entire agreement of the parties and supersedes and cancels any and all prior discussions, correspondence, agreements or understandings relating to the subject matter hereof.



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**Warranty Does Not Cover:**

1. Components classified as consumable items, or components required to be replaced in the course of routine maintenance, as defined in the user manual, are not covered by the manufacturer warranty.
  - a. Life expectancy of consumable and routine maintenance items is based on normal printing; defined as 8 hours per day, 5 days per week.
  - b. Printing conditions greater than normal will require consumable and maintenance items to be replaced at a more frequent or accelerated schedule.
2. Damage caused by neglect or improper user level maintenance as defined in the user guide or supplemental information shipped with your printer. The following procedures are required user maintenance:
  - a. Inspect and clean the print head, wiper, cap seal, and surrounding areas daily
  - b. Inspect and replace flushing pad as required
  - c. Inspect and clean pressure rollers
  - d. Dispose of waste ink as needed
  - e. Ensure nozzles are clear through routine cleanings and nozzle checks
3. Damage and/or problems arising from environmental location and operation of the printer. Refer to installation guide for proper environmental locations and requirements
4. Supplies necessary to operate, troubleshoot and test the printer, including wipes, cleaning fluid, inks, media, etc.
5. \*\*\*Damage caused through use of non-MUTOH approved inks and ink delivery systems other than the system designed and built into the ValueJet printer.
6. Damage caused through use of third party parts, components and/or interfaces
7. Damage from service performed by non-MUTOH authorized personnel
8. Damage caused by shipping, abuse, misuse, improper installation, improper maintenance, neglect, facility power and/or electrical system
9. RIP, network and connectivity issues, color management, application issues
10. Printers transported or shipped outside the U.S and Canada

\*\*\*See your Regional Sales Manager for details regarding 3rd party ink for Textile Printers.



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